

**National Pooling Administration Monthly Pooling Metrics Report
per Section 2.22.4**

Revised per Contract Modification #10 dated February 19, 2010

Reporting Period: July 1 through September 30, 2010

Requirements Section	Metric Description	Jul 1 through Jul 31	Aug 1 through Aug 31	Sep 1 through Sep 30
2.22.4.1	Trouble Tickets/Outages	0	1	0
	Quantity Filed - Opened	0	1	0
	<ul style="list-style-type: none"> Quantity opened due to PAS deficiency 			
	<ul style="list-style-type: none"> Quantity opened due to website deficiency 		1	
	<ul style="list-style-type: none"> Quantity opened due to facsimile deficiency 			
	<ul style="list-style-type: none"> Quantity opened due to voicemail deficiency 			
	<ul style="list-style-type: none"> Quantity opened due to email deficiency 			
	<ul style="list-style-type: none"> Quantity opened due to contractor ISP deficiency 			
	Quantity under corrective action older than 30 calendar days.			
	Quantity Resolved - Closed Including total quantity of trouble tickets opened and closed for the month, with both the actual open time for each ticket and the average open time for all tickets.	0	1	0
	<ul style="list-style-type: none"> Total quantity of trouble tickets opened for the month. 	0	1	0
	<ul style="list-style-type: none"> Total quantity of trouble tickets closed for the month. 	0	1	0
	<ul style="list-style-type: none"> Actual time open for each trouble ticket* 	-----	21 Minutes	
	<ul style="list-style-type: none"> Average time open for all trouble tickets* 	-----	21 Minutes	
	Quantity of system outages Notifications to all participants and regulatory agencies	0	0	0

NOTE: The same trouble ticket could appear in multiple months depending on when the trouble ticket was opened. If a trouble ticket is opened near the end of the month, it may not have had a chance to close and may appear in multiple months.

2.22.4.2	Change Order and PAS Notifications	Jul 1 through Jul 31	Aug 1 through Aug 31	Sep 1 through Sep 30
	Changes initiated or modified requiring functional impact analysis – numbering resource plans administrative directives	0	0	0
	Changes initiated or modified requiring functional impact analysis – assignment guidelines	0	0	0
	Changes initiated or modified requiring functional impact analysis – other	0	0	0
	Written notice of changes summarizing potential impact upon service and cost to be sent to contracting officer	0	0	0

2.22.4.3	Communications	Jul 1 through Jul 31	Aug 1 through Aug 31	Sep 1 through Sep 30
	Phone Calls Received	586	533	477
	Phone calls not returned by next business day	0	0	0
	General inquiries or questions made outside the normal business hours not returned by next business day	0	0	0

2.22.4.4	Forecasting Data on a per-state basis			Quantity of NXXs Applied for by SPs for Pool Replenishment			Quantity of NXXs Assigned for Pool Replenishment			Quantity of Rate Centers with Less than a 6-month supply		
	Quantity of Rate Center Pools	Jul	Aug	Sep	Jul	Aug	Sep	Jul	Aug	Sep	Jul	Aug
State	Jul	Aug	Sep	Jul	Aug	Sep	Jul	Aug	Sep	Jul	Aug	Sep
AK	44	44	44	0	0	0	0	0	0	0	0	0
AL	262	262	262	0	0	0	0	0	0	4	4	5
AR	204	204	206	0	0	3	0	0	0	0	0	0
AZ	81	81	81	3	4	4	2	3	1	3	3	2
CA	711	711	711	16	51	32	17	36	27	21	28	31
CO	165	165	165	3	2	7	2	3	4	5	4	5

2.22.4.4	Forecasting Data on a per-state basis											
	Quantity of Rate Center Pools			Quantity of NXXs Applied for by SPs for Pool Replenishment			Quantity of NXXs Assigned for Pool Replenishment			Quantity of Rate Centers with Less than a 6-month supply		
State	Jul	Aug	Sep	Jul	Aug	Sep	Jul	Aug	Sep	Jul	Aug	Sep
CT	89	89	89	3	1	3	3	1	3	6	7	3
DC	1	1	1	1	2	0	1	2	0	1	1	1
DE	30	30	30	2	3	0	2	0	3	1	0	1
FL	252	252	252	9	16	10	10	10	5	34	33	32
GA	238	238	238	3	1	4	6	2	1	11	11	13
HI	6	6	6	0	0	0	0	0	0	0	0	0
IA	550	550	553	2	2	0	1	2	1	2	0	0
ID	146	146	145	1	0	0	1	0	0	0	0	0
IL	825	826	826	14	15	11	4	19	11	50	43	43
IN	476	476	476	6	3	2	5	4	2	19	17	18
KS	355	355	355	0	0	2	0	0	0	0	1	1
KY	345	345	345	0	0	0	0	0	0	0	0	0
LA	207	207	207	0	0	0	0	0	0	1	1	1
MA	264	264	264	2	2	1	2	1	2	7	9	9
MD	165	165	165	3	2	4	3	1	4	3	3	1
ME	212	212	212	1	0	0	1	0	0	4	3	4
MI	570	570	570	11	3	3	9	5	2	25	30	28
MN	290	290	290	3	4	10	1	5	1	5	2	3
MO	721	721	721	1	0	2	0	1	2	3	4	2
MS	196	196	199	0	0	3	0	0	1	4	4	3
MT	120	120	120	0	1	0	0	1	0	0	0	0
NC	363	363	364	6	7	3	7	1	8	6	12	10
ND	75	75	75	6	0	0	0	3	0	22	0	0
NE	448	448	448	0	0	0	0	0	0	0	0	0
NH	149	149	149	1	0	0	1	0	0	0	0	0
NJ	208	208	208	0	2	2	0	2	1	15	16	12
NM	69	69	69	3	1	1	2	1	1	4	4	3
NV	63	65	65	2	6	6	1	6	7	2	2	2
NY	727	727	727	23	13	37	21	17	21	26	25	18
OH	683	683	683	0	1	1	0	0	2	6	8	7
OK	310	310	310	1	0	0	1	0	0	0	1	1
OR	187	187	187	0	2	3	0	0	4	1	1	0
PA	776	776	776	6	5	3	3	4	2	22	16	17
PR	85	85	85	0	0	20	0	0	10	1	1	1
RI	25	25	25	0	0	0	0	0	0	0	0	0
SC	203	203	204	1	0	0	1	0	0	5	4	3
SD	84	84	81	6	0	0	0	6	0	12	1	1
TN	279	279	279	2	1	3	1	1	4	11	12	12

2.22.4.4	Forecasting Data on a per-state basis											
	Quantity of Rate Center Pools			Quantity of NXXs Applied for by SPs for Pool Replenishment			Quantity of NXXs Assigned for Pool Replenishment			Quantity of Rate Centers with Less than a 6-month supply		
State	Jul	Aug	Sep	Jul	Aug	Sep	Jul	Aug	Sep	Jul	Aug	Sep
TX	893	893	893	19	12	8	15	4	16	12	19	18
UT	73	75	75	2	2	1	1	1	1	2	2	2
VA	369	369	369	6	8	15	6	8	10	15	15	8
VT	141	141	141	0	0	0	0	0	0	2	1	0
WA	238	238	238	0	0	2	0	0	2	1	2	1
WI	602	602	602	9	1	3	5	0	2	4	4	3
WV	170	171	172	0	0	0	0	0	0	8	7	7
WY	54	54	54	0	2	0	0	1	0	1	0	1

2.22.4.6	Application Processing on a monthly basis	Jul 1 through Jul 31	Aug 1 through Aug 31	Sep 1 through Sep 30
	Total applications (Part 3s) processed	7,865	8,677	7,648
	No. of applications (Part 3s) not processed in 7 calendar days	0	0	0
	No. of block assignments made	4,284	3,944	3,681
	No. of change requests to existing blocks	1,918	2,839	2,088
	No. of requests to cancel or withdraw	142	171	68
	No. of block disconnect requests	1,091	1,138	1,361
	No. of block requests denied	207	375	243
	No. of blocks reclaimed	1	0	19
	No. of block reservation requests	4	4	9